

## The real key resource for DIESSE? It's human capital

*Stefano Marchese, MD*

It is well known that human capital is growing more valuable in every business. That trend has been going on for decades as ever fewer workers function as "low-maintenance machines" and more become thinkers and creators.

The remarkable thing is while most trends eventually peter out, this one just keeps going. Intangible assets, mostly derived by human capital, have rocketed from 17% of the S&P market value in 1975 to 84% in 2015.

Companies will continue to gain a competitive advantage by attracting and keeping the most valuable workers. However, here in DIESSE, we are convinced that MVPs - Most Valuable Players are no more the so-called "knowledge-workers". Indeed, knowledge is becoming commoditized; information, simple or complex, is available online; knowledge skills can be learned by anyone worldwide through online courses. Knowledge remains hugely important, but it is gradually becoming less of a competitive advantage.

As technology takes over more of the fact-based, rule-based, left-brain skills (knowledge-worker skills), **DIESSE recognizes that employees who excel in human relationships, team building, collaboration, cultural sensitivity, are emerging.** The most effective teams are not those whose members boast the highest IQs, but rather those whose members are most sensitive of the thoughts and feelings of other.

As prof. Pentland (head of the MIT Human Dynamics Lab) said, «**it is not the brightest who have the best ideas; it is those who are best in harvesting them from other. It is not only the most determined who drives change; it is those who most fully engage with like-minded people. And it is not wealth or prestige that best motivates people; it is respect and help from peers**».

### INDEX

- ▶ **The real key resource for DIESSE? It's human capital**
- ▶ **DIESSE's check-up**
- ▶ **Spare parts managing**
- ▶ **The "CH(I)EF" suggests**
- ▶ **A Taste of Tuscany... Trecciano**

### DIESSE's check-up

*Catia Perazzolo, Accounting Department*

Every three months, DIESSE makes a check-up in order to see if it is financially and economically healthy.

Here are the results of its last check-up, referred to the period Jan. 1, 2014 - December 31, 2014 compared to Jan. 1 - Dec. 31, 2013:

(€ k.)	2014	2013	2014/2013
Sales	€ 21.332	€ 20.610	104%
EBITDA	€ 4740	€ 3.264	145%
EBIT	€ 2.650	€ 1.623	163%
Net income	€ 1.217	€ 337	361%
Equity at the end of the period	€ 8.723	€ 7.502	116%
Net financial position at the end of the period	-€ 10.934	-€ 13.400	82%

## Spare parts managing

Carlo Paoli, Project Leader

Spare parts represent an important part of the Diesse catalogue. The promptness in conducting a repair and the consequent reduction of troubles for customers depend on the efficiency in managing the spare parts.

Up to the end of 2013 all the orders received from our distributors were directly forwarded to an external supplier. The delivery times often turned into a very long waiting. Further to this, due to the complexity of the catalogue (about 1.500 codes) customers frequently ordered incorrect codes that nobody was able to correct, since the order-entry operator did not have a technical knowledge.

The managing of this catalogue was considered to be improved and a reorganization project was decided. Such project had the following aims:

- Reduce the lead-time of the order
- Reduce shipment mistakes

In order to reduce the lead-time it was **decided to organize an internal stock**, for those codes mostly requested. This organization concerned about 500 codes which were chosen on the basis of statistical criteria and cover about the 80% of the items normally purchased. Furthermore, the responsibilities within the process have been reorganized. The orders are normally received by the competent office, but all the aspects concerning the analysis of the order are performed under the responsibility of the Technical Support Department.

The personnel of this department has the responsibility to:

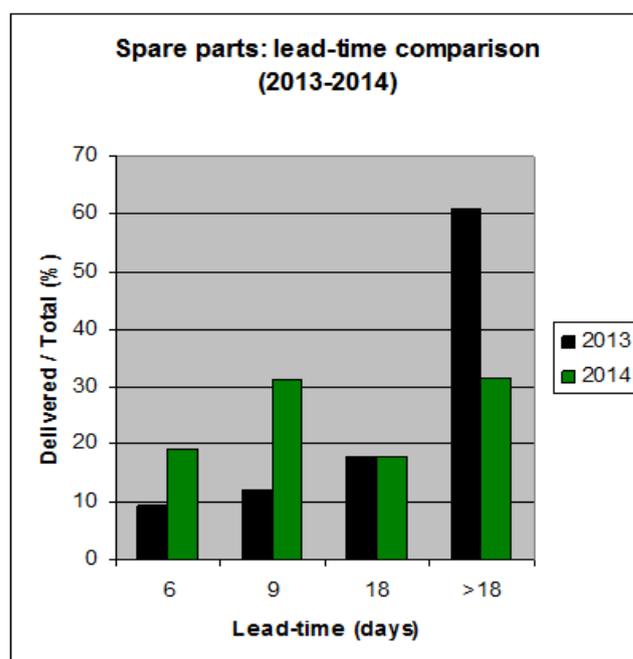
- verify the correctness of the code
- propose refurbished materials if available
- collect the goods from the shelves
- deliver the material to the logistics department for the packaging
- prepare a weekly order to recover the correct stock.

The project was concluded at the end of 2013.

Both the lead-time and the number of complaints received have been monitored to evaluate the impact of the reorganization.

The data reported on table 1 were extracted considering 1.825 codes sold in 2013 and 2.209 codes sold in 2014. Following the reorganization the number of movements doubled within 6 days and tripled within 9 days.

Table 1.



The data relative to the complaints, provided by the Customer Care, indicate that from the beginning of 2014 to this day only 4 complaints concerning mistakes in the shipment of spare parts have been agreed.

Considering the amount of sold codes (around 3.500) these data can be considered comforting.

In conclusion, the data reported show that the process can be further improved, but we are going in the right direction.

Many thanks to Mario Porciatti, Mauro Checchi, Elisa Porciatti.

## The “CH(I)EF” suggests:

*Mario Porciatti, Technical Service Responsible*

The use of high-quality products is one of the fundamental requirements to obtain excellent results in every area.

The same rule is valid for the CHORUS instrument as well.

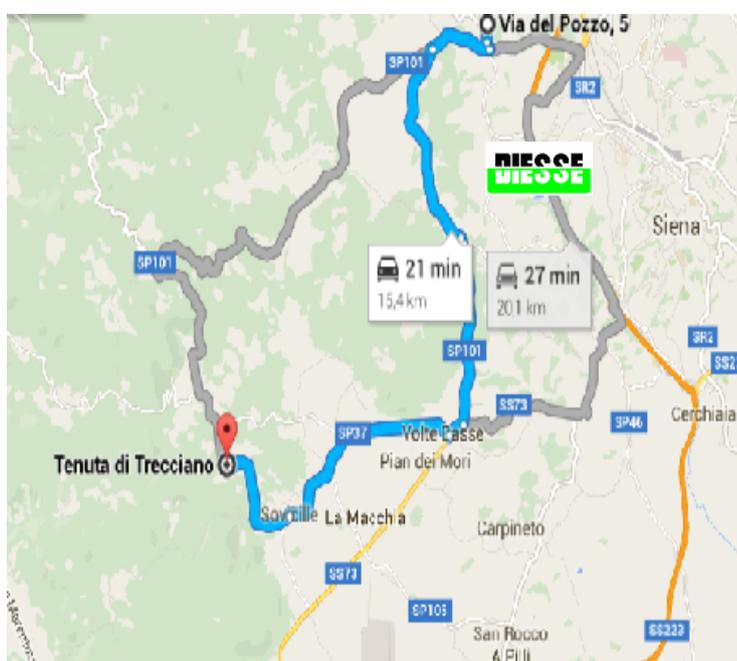
Technical Support strongly recommends to use **only distilled water** for the preparation of the solutions (washing buffer and cleaning solution).

The quality of water eliminates the growth of mold, which is one the main causes of pollution and of analytic alteration of results. The mildew determines fillings in the pipelines, joints, needles, solenoid valves and consequent blocking mistakes than impede the normal working of the instrument.

The saving at a detriment to the quality is not argument to be considered in the choice of water; as the effects would be far more onerous.

## *A taste of Tuscany* Trecciano Estate - [www.trecciano.it](http://www.trecciano.it)

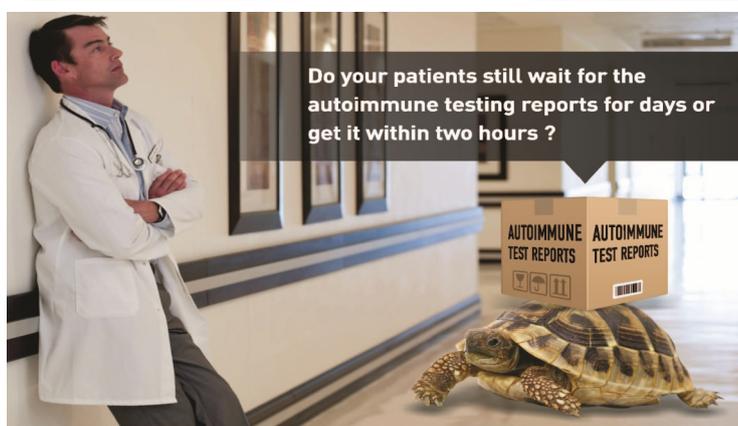
Trecciano Estate is situated in a beautiful and gentle valley with its unique red clay soil, surrounded by wooded hills that protect us from adverse climatic influence, south-west direction from Siena. In our fifteen acres of vineyards we grown Sangiovese, Cabernet Sauvignon, Cabernet Franc, Merlot and Syrah: here in the soil of the Montagnola Senese they find the ideal environment to achieve the best expression of their characteristics. Tradition and modernity are combined in our cellar, where the big oak barrel stay alongside French barriques. Modern technologies give our quality wines a clean and sincere profile, making them wines of great character and showing their Tuscan origin. Come visit and taste, having a great unforgettable sensorial experience!



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dsDNA IgG	a-TG	Glialin IgG	SM
dsDNA IgM	a-TPO	tTg IgA	SS-A
Anti-CCP	TG	tTg IgG	SS-B
RF-G	LC-1	ASCA-A	Scl 70
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